



Fayetteville VA Medical Center *Community Update*

Vol. 1 No. 2

Items of interest for our stakeholders

July 2010

New director not new to Fayetteville

"New" is a relative term for Fayetteville VAMC's new director. While she might be new to the position, she is far from new to the VA or to Fayetteville.

Elizabeth "Betty" Goolsby will take over as director effective July 4. She's coming to North Carolina after serving as associate director of the Indianapolis VAMC since November 2008, but her heart and her career have revolved around North Carolina.

Ms. Goolsby's stint in North Carolina actually started in January 1970 when her second Army assignment brought her to Womack Army Medical Center as a nurse. She eventually retired from the Army Reserve in January 2000 as a colonel.

She began her VA career in October 1981 as a nurse coordinator at the Durham VAMC. Over the next 27 years, she served in numerous positions, including nursing instructor, administrative assistant to the medical center director, process and systems improvement team leader and assistant medical center director. She's been a consulting associate professor at the Duke University School of Nursing and a faculty associate at the University of North Carolina – Chapel Hill School of Public Health.

With her past experience in the Tarheel state, it's no wonder that Ms. Goolsby is excited about returning.

"I'm thrilled to have this opportunity to serve our North Carolina Veterans again," Ms. Goolsby said. "I have some great memories of my time spent there, and I look forward to the challenges ahead."

Ms. Goolsby said she has several priorities in mind for the Fayetteville VAMC as she takes the director's seat.

"First and foremost is ensuring our Veterans have access to safe patient care," Ms. Goolsby said. "We are here to serve those



who have served us, and they deserve nothing but the finest health care available.

"I also want the Fayetteville VAMC to be an employer of choice," she added. "We have one of the most auspicious missions of any employer, and I want people to know that and look forward to working here."

Her third priority is ensuring that those who work at the Fayetteville VAMC are good stewards of their resources – people, space, time and dollars.

"In these days of austere budgets and belt-tightening, we owe it to the taxpayers of this country to ensure that every resource we have is used in the right way, the most efficient way, and the most effective way possible," Ms. Goolsby said.

She added that she welcomes input from people throughout the center.

"I plan to listen and learn during my first few weeks," she said. "I'll be asking, 'tell me how you accomplish that goal or priority,' or 'help me understand your process.' I need that input from everybody."

Rural Health Team brings VA to Veterans

The Fayetteville VA Medical Center's Rural Health Team has started visiting communities throughout the 21 county catchment area, bringing health screening, health education, health benefits counseling and enrollment opportunities to Veterans.

So far the team has attended events in Fayetteville, Camp Lejeune and Magnolia, N.C. They will be in **Lillington (Harnett County) on July 16** and **Clinton (Sampson County) on July 20**. Events are also being planned for Moore and Jones Counties, although they haven't been finalized yet.

The core of the Rural Health Team consists of Connie Bello and LaVondra Pye, registered nurses who perform blood pressure and blood glucose screenings; Terrance Strater, a nurse educator who provides health education materials, advice and eventually classes for healthy living; Ronita Bland, a social worker who can refer Veterans to resources in their community and within the VA based on their individual needs; and Marie Price, an eligibility and enrollment specialist who can sign up

See **RURAL**, Page 2

EXCELLENT SERVICE
Earned by Veterans. Delivered Here.
VA Medical Center - Fayetteville

— Patient Advocate Liaisons — Your first stop for problem solving

When you or one of your Veteran clients is having a problem, who do you call for help?

At the Fayetteville VA Medical Center, your first stop should be the Patient Advocate Liaisons. They can help address issues within their individual departments with minimum delay.

To dial extensions, first dial (910) 488-2120, then the extension.

Audiology

Chelsea Williams, (910) 822-7983

Community Based Outpatient Clinics

Hamlet Clinic

Mary Dunlap, (910) 582-3536

Jacksonville Clinic

Clell Penny, RN, (910) 353-6406

Wilmington Clinic

Sharon Saul, (910) 763-5979

Dental Service

Sharon Williamson, ext. 7030

Emergency Room

Teresa Wright, ext. 7459

Eye Clinic

Margie Stanley, ext. 5169/5690

Health Administration Service

Donnie Sanders, ext. 7092

Health Benefits Office

Grieselle Vega, ext. 7016

Charles Fuller, ext. 5813

Laboratory

Mark Whipple, ext. 7193

Logistics Service

Randy Gray, ext. 7364

Brenda Griner, ext. 7149

Consolidated Patient Accounts Center

Penny Cochran, ext. 7952

Medical Service

Mark Jefferson, ext. 7037

Debra Gross, ext. 5396/5190

Polytrauma Case Manager

Delva Vereen, ext. 5907

Mental Health

Linda Mathis (Admin Issues), ext. 7097

Betty J. Farmer (Clinical Issues), ext.

7795

Lana Nichols, ext. 5833

Dana Foster, ext. 5828

Neurology/SCI

Deb Gross, ext. 5396/5190

Nursing Service

Head Nurse, 4C (Mental Health Inpatient), ext. 7422/7005

Willette Swann, 4A Head Nurse, ext. 7710

Geaneane Marshall, 3A Head Nurse, ext. 5131

Barbara Heath, ICU, ext. 7405/7010

Head Nurse, 3C, ext. 7007

Eric Garriss, Nurse Coordinator, ext. 7315

Victoria Cooper, Nurse Coordinator, ext. 7315

Nutrition & Food Service

Lillian Maupin, ext. 7038

OEF/OIF Transition Patient Advocate

Judy Hart, ext. 5836

Pharmacy Service

Jennie Christian, ext. 7014

Physical Medicine & Rehab

Brenda Montalvo, ext. 7330

Primary Care Service

Rebecca Cockman, ext. 5193

Archie McLaughlin, ext. 5068

Alvin Scroggins, ext. 5738

Primary Care Clinics

Elaine Nestell, ext. 7468

ALPHA: Monica Stanfield, ext. 5432/5431

BRAVO: Krystal Redd, ext. 7004/7842

DOGWOOD: Juanetta Wallace, ext. 7001/7746

Gloria Lee, ext. 7700

Diabetic Management: Ernestine Allen, ext. 5526/5141

EAGLE: Barbara Harris, ext. 7998/7889

Kimothy Roberts, ext. 5593/7889

INDIGO: Gloria Reyes, ext. 7432

Julia Mosley, ext. 7139/7916

TANGO/GERIATRIC: Vanetta Hauser, ext. 5238

Lilliana Figueredo, ext. 5524/5238

WOMEN'S: Kim Holden, ext. 7979

Frances Grantham, ext. 5428/5152

RURAL, from Page 1

Veterans for the VA Health System on the spot. The team will also have a pharmacist to help Veterans review prescriptions once one is hired. Other team members who will be assisting at events include Program Coordinator Joyce Hawkins, Program Support Assistant Mark Wallace, and Driver/Logistician Mike Shaw.

In addition to the core group, the team can request representatives from other sections of the medical center if communities have specific needs. For example, a community with a large number of women Veterans may want to have a representative from the center's Women Veterans Health Clinic visit with the Rural Health Team to explain the VA's expanded system for assisting female Veterans.

Most Rural Health Team events are held during the work week, although weekend events may be possible with prior coordination. When the team does come to a community, they ask that Veterans bring a copy of their DD Form 214 discharge paperwork to make the processing flow smoother.

While the team is currently working with Veterans Service Officers around the state to set up events, representatives of other interested organizations can contact Ed Drohan, the team's public affairs officer, if they are interested in hosting a Rural Health Team visit. He can be reached at (910) 488-2120, ext. 5991, or by email at edward.drohan@va.gov.

Prosthetics Service

Lacy, ext. 7946

Radiology Service

LeeAnn Pelfrey, Ext. 7069

Release of Information

Wanda McLemore, ext. 7485

Social Work Service

Cathy Richmond-Jones, ext. 7106

Surgical Service

Teresa Butts, ext. 7973

Barbara Bylicki, ext. 5025

Jorge Fonseca, ext. 7993

Online Registration now easier than ever

apply for their health care benefits. The most significant enhancement allows Veterans to save their application to their

Veterans will find it easier and faster to apply for their health care benefits now that VA has updated its online Form 10-10EZ, "Application for Health Benefits." This revised online application provides enhanced navigation features that make it easier and faster for Veterans to

local desktop and return to the application at any time without having to start over. Previously, Veterans had to complete the form in a single session. The new online form, along with the revised VA Form 10-10EZ, eliminates some questions asked on the old form and simplifies wording to improve clarity. Work will continue to make the form and the process more user friendly.

Veterans may complete or download the 10-10EZ form at the VA health eligibility website at <https://www.1010ez.med.va.gov/sec/vha/1010ez>. Veterans may also contact VA at 1-877-222-8387 (VETS) or visit the VA health eligibility Web site at www.va.gov/healtheligibility.

VA makes filing claims easier, faster for Veterans

- Simpler Forms and New Program Reduce Paperwork and Speed Process

As part of Secretary of Veterans Affairs Eric K. Shinseki's effort to break the back of the backlog, the Department of Veterans Affairs (VA) is reducing the paperwork and expediting the process for Veterans seeking compensation for disabilities related to their military service.

"These reductions in paperwork, along with other improvements to simplify and speed the claims process, symbolize changes underway to make VA more responsive to Veterans and their families," said Secretary Shinseki.

VA has shortened application forms to reduce paperwork for Veterans. The new forms, which are being made available on VA's Web site at www.va.gov/vaforms include:

- A shortened VA Form 21-526 for Veterans applying for the first-time to VA for disability compensation or pension benefits. This form has been cut in half - from 23 to 10 pages. It is immediately available to Veterans via Web download, and will be available through VA's online claim-filing process later this summer at <http://vabenefits.vba.va.gov/vonapp/main.asp>
- VA Form 21-526b for Veterans seeking increased benefits for conditions already determined by VA to be service-connected.



- This new form more clearly describes the information needed to support claims for increased benefits.

In order to make the claims process faster, VA has also introduced two new forms for Veterans participating in the Department's new fully developed claim (FDC) program, which is one of the fastest means to receive a claims decision.

Gathering the information and evidence needed to support a Veteran's disability

claim often takes the largest portion of the processing time.

If VA receives all of the available evidence when the claim is submitted, the remaining steps in the claims-decision process can be expedited without compromising quality.

To participate in the FDC program, Veterans should complete and submit an FDC Certification and VA Form 21-526EZ, "Fully Developed Claim (Compensation)," for a compensation claim, or a VA Form 21-527EZ, "Fully Developed Claim (Pension)," for a pension claim.

The forms were designed specifically for the FDC program. These six-page application forms include notification to applicants of all information and evidence necessary to "fully develop" and substantiate their claims. With this notification, Veterans and their representatives can "fully develop" their claims before submission to VA for processing.

Along with the application and certification, Veterans must also submit all relevant and pertinent evidence to "fully develop" their claims.

A claim submitted as "fully developed" may still require some additional evidence to be obtained by VA, to include certain federal records and a VA medical .

For additional information, go to www.va.gov or call VA's toll free benefits number at 1-800-827-1000.

Weekend Lab Hours

Fayetteville VA Medical Center patients should please note that the Lab's hours of operation on Saturday and Sunday are from 7 to 11 a.m.



Their buddies got them through
the horrors of war.
Getting through the return home
is where you come in.

When a loved one returns from military deployment troubled by anything from anger to sleep problems, a happy reunion can become a stressful situation. VA has resources to help your Veteran get the treatment and support he or she needs. It's all in complete confidence, and it's all to get your family back on track. **Peace of mind is worth fighting for.**

For more information, please contact:

866-947-8018

Families
AT EASE